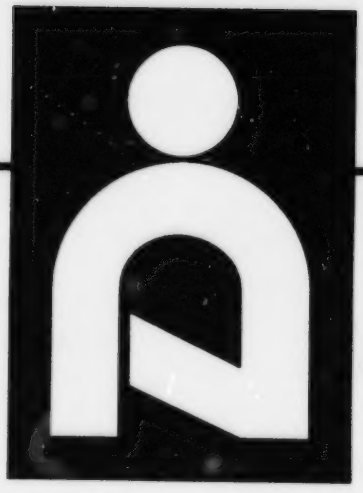
ANNUAL REPORT
1 9 8 8

ALBERTA SOCIAL CARE FACILITIES REVIEW COMMITTEE

Alberta
SOCIAL CARE FACILITIES
REVIEW COMMITTEE



1988 ALBERTA SOCIAL CARE FACILITIES REVIEW COMMITTEE

Submitted to
The Honourable
Connie Osterman
Minister of Social Services

January 1 to December 31, 1988

89-05792/

Alberta
SOCIAL CARE FACILITIES
REVIEW COMMITTEE

4th Floor, Essex Building, 10707 - 100 Avenue, Edmonton, Alberta, Canada T5J 3M1 403/427-3010 In Replying Please Quote:

February 15, 1989

The Honourable Connie Osterman
Minister of Social Services
424 Legislature Building
Edmonton, Alberta
T5K 2B6

Dear Mrs. Osterman:

The Social Care Facilities Review Committee has the honour to present their 1988 report to you.

During the calendar year of 1988 the committee made 1,568 visits to social care facilities in Alberta.

In this report we have endeavored to provide you with an overview of the operations of these facilities.

Sincerely,

Rita Nyback

Mrs. Rita Nyback
Acting Chairman

TABLE OF CONTENTS

Tribute to the Chairman 1

Acting Chairman's Report 2

Members of the Committee, 1988 3

Role of the Committee 4

Observations:

Alberta Alcohol and Drug Abuse Commission Facilities 5
Child Welfare Facilities 5
Day Care Facilities: 5
Day Care Centres 5
Family Day Homes 6
Nursery Schools 6
Programs for School Age Children 6
Foster Homes 6
Group Homes 6
Mental Health Facilities 7
Single Men's Hostels 7
Special Care Homes for the Aged 7
Vocational Training Centres 7
Women's Emergency Shelters 7

Recommendations 8

Appendices

Appendix I
Complaints Received 9
Appendix II
Visit Summary 10
Appendix III
The Social Care Facilities Review Committee Act and Amendments 11
Appendix IV
Location of Committee Office 19

TRIBUTE TO OUR CHAIRMAN

On December 18, 1988; cancer claimed the life of Janet Koper, M.L.A., Calgary-Foothills.

Janet's strength of character, her love to serve, her courage, honesty, loyalty and determination made her an example for all Albertans.

We as individuals and as a committee were privileged to have had Janet's friendship and leadership. She inspired us to continue to work for the benefit of others and to be builders for a better tomorrow.

Being a team player was a strong part of Janet's character, along with her desire to be fair and to listen.

The committee is grateful for her contribution, the outstanding leadership she provided, and the dedication and compassion she demonstrated to all with whom she came in contact.

Janet never shirked her responsibility and remained dedicated to the end. Her courage will serve as an inspiration to all of us.

ACTING CHAIRMAN'S REPORT

In 1988, members of the Social Care Facilities Review Committee made 1,568 visits to social care facilities. These visits enabled committee members to view program delivery, and overall operations. We also met the many individuals who are providing and receiving care throughout Alberta. In this report, we have endeavored to summarize the visits, which were unannounced, and provide an overview of the committee's observations.

The courtesy that committee members received during their visits to social care facilities throughout the province was appreciated. We thank the operators, staff, residents and families who graciously accepted our unannounced visits.

Contact with the Department of Social Services through meetings, guest speakers and conferences attended throughout the year assisted the committee in keeping up to date with department changes as they occurred.

The committee, through the chairman, maintains close liaison with the Minister of Social Services regarding its activities. Many of the facilities visited are also involved with other departments such as Alberta Solicitor General and Alberta Health. Their co-operation is necessary and is sincerely appreciated. We commend the agencies and individuals that are constantly improving their programs for the benefit of children and families.

The committee recognizes, with appreciation, the associations, agencies, boards, administrators and volunteers who provided care, programs and services to the many children and adults with special needs.

The events of the past year were overshadowed by the illness and untimely death of our chairman, Janet Koper. I speak on behalf of the entire committee when I express sadness and deep sense of loss.

COMMITTEE MEMBERS

Chairman:	Janet Koper, MLA Calgary-Foothills	Calgary
Vice-Chairman:	Rita Nyback	Camrose
Members:	George Abma	Edmonton
	Roy Brassard, MLA Olds-Didsbury	Didsbury
	Ute Davies	Calgary
	Ruby Hill	Lethbridge
	Christina Jones	McLennan
	T. Edward Poppitt	Calgary
	Marilyn Sereda	Edmonton
	Sherrolynne Wilcox	Beaverlodge
	Carol Wilmot	Calgary
	Jean Wright	Vermilion
Committee Changes:	Janet Koper, Chairman June/86 - Dec/88	Calgary
	Glenna Bell (Retired)	St. Albert
	Jacqueline Moore (Retired)	Calgary
	Doreen Orman (Retired)	Calgary
	Susan Zukiwsky (Retired)	Edmonton
Staff:	Evelyn Bliss, Administrative Assistant	Edmonton
	Holly Fox, Secretary	Edmonton

Members are appointed by the Lieutenant-Governor-in-Council.

The committee members wish to express thanks and appreciation to Glenna Bell, Jacqueline Moore, Doreen Orman and Susan Zukiwsky who served so willingly and effectively during their terms of office as committee members.

ROLE OF THE COMMITTEE

The Social Care Facilities Review Committee Act was passed by the Legislative Assembly, of Alberta in 1980, and amended in 1985. Under this Act, the Social Care Facilities Review Committee was established. The committee consists of 12 members appointed by the Lieutenant-Governor-in-Council. Those appointed are from various parts of the province and include two Members of the Legislative Assembly.

The committee reviews and inspects all social care facilities, observing the manner in which they are operated. These facilities may receive part or all of their funding from the Government of Alberta. Group homes, foster homes, day care centres, adult care centres, hostels, emergency shelters and vocational training centres are visited under the mandate of the committee (See Appendix 2). During 1987, an amendment to the Social Care Facilities Licensing Act was passed to include licensed family day homes and nursery schools under the committee's mandate.

The Minister of Social Services may request that the committee visit a facility to report on any matter that the Minister specifies. For the purpose of carrying out the regular visit or an investigation under the Social Care Facilities Review Committee Act, the committee may enter a facility unannounced at any reasonable hour.

While visiting social care facilities, members try to speak to all those involved, listening to concerns, comments, or suggestions which would serve to improve the quality of care. Depending on the facility, the committee communicates with patients, residents and their relatives, employees, administrators, board members, councillors, members of sponsoring organizations, or the public.

The committee meets at least monthly to review the results of these visits, to make suggestions, and to respond to enquiries related to the committee's experience and activities.

OBSERVATIONS

Alberta Alcohol and Drug Abuse Commission (AADAC)

Increased emphasis on including family members in the family counselling and treatment program was observed.

Public awareness programs should be continued and re-emphasized through the various media to reach every age group.

All AADAC facilities visited by the Social Care Facilities Review Committee were well-maintained.

It was noted that AADAC fostered positive attitudes in their personnel through ongoing staff development and support.

There is, however, a continuing need for recruitment and training of counsellors throughout the province.

Child Welfare Facilities

Agencies responsible for the care and treatment of children are to be commended for the capable manner in which they are attempting to meet their many needs.

However, with all that is being done, the committee is well aware of the many challenges that still face this area of child care.

Day Care Facilities

Day Care Centres

The Policy and Procedures Manual plays a significant role in enabling day care centres to interpret the regulations and provide the necessary guidelines for more uniformity in the standards of care.

The majority of those centres requiring upgrading have improved as a result of close monitoring.

An excellent opportunity for training child care workers is provided in day care centres located in a post-secondary institution. Establishing day care centres in, or in close proximity to the workplace is a positive trend.

We acknowledge the advocacy role that day care centres must assume as part of their responsibility in the area of child abuse. With the growing number of reports of child abuse, it becomes crucial that day care centres educate their staff, to recognize the signs and symptoms of abuse. It is a legal requirement to report child abuse to the proper authorities.

The committee recognized the importance of good nutrition and cost-effective food services in day care facilities.

We were aware of the responsibility parents assume in choosing a day care centre and the role they play in ensuring quality care is provided for their children. The committee supports this process. We

urge parents to take a more active role in monitoring centres on a daily basis, and where possible, to become involved on parent advisory boards.

Family Day Homes

Visits to Family day homes were increased during the year.

The monitoring of these facilities appears adequate. However, additional emphasis should be placed on programming to ensure the development of the children.

Nursery Schools

During the year, a number of nursery schools were visited.

Parent involvement has improved the quality of care in many cases.

Programs for School Age Children

The committee continues to visit after school care programs. Of the 354 facilities in Alberta, 284 were visited in 1988.

The department of Social Services issues licenses to after-school-care facilities, but the standard of operation and staff requirements are established by the municipalities in which they are located.

This service is provided by day care centres, along with their pre-school activity. Programs are also offered in community centres and schools.

The day care centres offer good programs. However, there is some resistance by older children to attend these facilities. Programs that are operated in school facilities and community halls have a greater appeal to children between the ages of eight and 12.

The need for programs for school age children continues to grow in both urban and rural areas and further developments of facilities should be encouraged.

Foster Homes

Foster care appears to be undergoing a change. Unfortunately, the number of people interested in becoming foster parents has decreased and there is urgent need for more support for this program.

Societal changes have placed additional stress on the family unit. More mothers working, children have additional expectations due to the influence of television and peer pressure. Parents feel unable to assume any extra responsibilities outside of their natural children's needs.

Group Homes

The increased emphasis on work and life skills programming has resulted in more clients being encouraged to move toward or into independent living situations. Because of this trend, the clients currently moving into group homes require more care and supervision than was previously needed.

Staff awareness of client needs and problems and their capability to deal with these is encouraging.

Some facilities have formed neighbourhood advisory boards which have helped to gain better acceptance of group homes in the community. This provides more effective access to community activities.

Mental Health Facilities

While the committee acknowledges that a wide range of approved homes and related services exist, the need for more mental health facilities is on the increase.

Public awareness and understanding of the mentally ill are necessary to ensure that they will be fully integrated into the community.

Single Men's Hostel's

The committee commends the department and communities for having facilities which provide a safety net for people with various needs.

Special Care Homes for the Aged

These facilities offer minimum care for the elderly, providing board and room to senior citizens. Several provide personal care, assistance and supervision to their residents when required.

Vocational Training Centres

In conjunction with a current review of services to people who are mentally handicapped, the committee visited every vocational rehabilitation centre in Alberta. The committee was impressed with the degree of innovation and initiative being displayed by the agencies and their staff in providing meaningful employable skill development, within the centres and in the commercial communities.

It is recognized that an increased emphasis has been placed on integration of people who are handicapped into all phases of community living. This transition is seen most significantly in the vocational rehabilitation area.

Although these programs are not available consistently throughout the province, there is evidence that discrepancies have been acknowledged and are being rectified.

Women's Emergency Shelters

During 1988, the committee visited women's shelters throughout the province. The committee noted the increasing emphasis on the need for more community support. These facilities are becoming more visible within the communities they serve and are increasing public awareness of family violence issues.

The committee recognizes the dedication of the many staff and volunteers who are instrumental in the provision of these services.

RECOMMENDATIONS

1. Currently there are child/staff ratios by age group requirements for day care centres.

   It is recommended that the requirements for the number of trained staff per facility be established by the Department of Social Services, based on the licensed spaces.

   A combination of trained staff and natural care givers with experience, working together, will benefit young children in day care centres.

2. Development of a series of child abuse training seminars for child care workers in day care centres is essential. The Department of Social Services should be responsible for developing and presenting these seminars.

APPENDIX I
COMPLAINTS RECEIVED

The committee received 11 complaints during the year. Of these, four were related to day care, five to group homes and two were regarding client care.

In addition to complaints received during visits, the committee receives written and telephone complaints about the care, treatment and standard of accommodation afforded to individuals residing in or cared for by a social care facility. Complaints may be registered by individuals, staff, administrators, parents, relatives, or the public.

All concerns are treated confidentially and are investigated as soon as possible.

APPENDIX II
VISIT SUMMARY

Type of Facility Visited	Calgary	Central	Edmonton	Northeast	Northwest	South	Totals:
Alberta Alcohol and Drug Abuse Commission Facilities	8	4	5	3	1	3	24
Child Welfare Facilities	49	16	38	9	7	9	128
Day Care Facilities:							
Day Care Centres	213	44	344	20	21	41	683
Family Day Homes	5	5	19	3	4	1	37
Nursery Schools	5	6	2	28	5	–	46
Programs for School Age Children	105	11	140	7	5	16	284
Foster Homes	13	10	29	7	4	6	69
Group Homes	61	39	45	10	3	14	172
Mental Health Facilities	6	2	30	–	–	2	40
Single Men's Hostels	2	–	1	–	–	–	3
Special Care Homes for the Aged	1	1	2	–	1	3	8
Vocational Training Centres	12	8	18	6	5	11	60
Women's Emergency Shelters	2	2	5	3	–	2	14
Totals:	**482**	**148**	**678**	**96**	**56**	**108**	**1,568**

Total Number of Facilities Visited: 1,568

APPENDIX III
THE SOCIAL CARE FACILITIES REVIEW COMMITTEE ACT

GOVERNMENT OF THE PROVINCE OF ALBERTA

SOCIAL CARE FACILITIES REVIEW COMMITTEE ACT

Revised Statutes of Alberta 1980, Chapter S-15
with amendments in force as of July 1, 1985

Consolidated July 30, 1985

OFFICE CONSOLIDATION

Published by Authority of
the Queen's Printer

Distributed by:

Publication Services
11510 Kingsway Avenue
Edmonton. T5G 2Y5
427-4952

and

Publication Services
Rm. 601, J. J. Bowlen Bldg.
620 – 7th Avenue W.
Calgary. T2P 0Y8
297-6251

NOTE

All persons making use of this consolidation are reminded that it has no legislative sanction, that the amendments have been embodied for convenience of reference only, and that the original Acts should be consulted for all purposes of interpreting and applying the law.

SOCIAL CARE FACILITIES REVIEW COMMITTEE ACT

CHAPTER S-15

TABLE OF CONTENTS

Definitions	1
Social Care Facilities Review Committee	2
Sub-committees	3
Remuneration and expenses	4
Staff	5
Committee meetings	6
Visits to facilities	7
Investigation of complaints	8
Right of entry	9
Inspection of records	10
Financial affairs	11
Functions on behalf of Committee	12
Complaint officer	13
Powers of Committee members	14
Court order for entry	15
Annual report	16
Act binds Crown	17

HER MAJESTY, by and with the advice and consent of the Legislative Assembly of Alberta, enacts as follows:

Definitions

1 In this Act,

(a) "Committee" means the Social Care Facilities Review Committee and includes a sub-committee established under section 3;

(b) "facility" means a place that is operated by or receives its current operating funds or part of them directly or indirectly from the Government of Alberta and that is

(i) a place of care for persons who are aged or infirm or who require special care,

(ii) a building or part of a building, other than a home maintained by a person to whom the children living in that home are related by blood or marriage, in which care, supervision or lodging is provided for 4 or more children under the age of 18 years, but does not include a place of accommodation designated by the Minister as not constituting a child caring institution,

(iii) a hostel or other establishment operated to provide accommodation and maintenance for not less than 4 unemployed or indigent persons,

(iv) an emergency shelter,

(v) a residential alcohol and drug abuse treatment centre,

(vi) a day care facility licensed under the *Social Care Facilities Licensing Act* and the regulations under that Act,

(vii) a group home or shelter for physically or mentally handicapped persons, or

(viii) a vocational rehabilitation and training centre for physically or mentally handicapped persons,

other than one that is defined as a hospital under the *Health Facilities Review Committee Act* or a correctional institution under the *Corrections Act;*

(c) "Minister" means the Minister of Social Services and Community Health.

RSA 1980 cS-15 s1; 1984 cC-8.1 s108; 1985 c51 s2

Social Care Facilities Review Committee

2(1) There is hereby established a committee called the "Social Care Facilities Review Committee" consisting of not more than 12 members appointed by the Lieutenant Governor in Council.

(2) The members of the Committee appointed under subsection (1) may include members of the Legislative Assembly who are not members of the Executive Council.

(3) An order under subsection (1) appointing a member of the Committee may provide for his term of office but in the absence of that provision, the term of office of a member is one year from the effective date of his appointment and thereafter until his successor is appointed.

(4) The Lieutenant Governor in Council shall designate one of the members of the Committee as chairman and another as a vice-chairman and, unless the order otherwise provides, the term of office of a chairman or vice-chairman so designated shall be one year from the effective date of the designation and until their respective successors are thereafter designated.

(5) The vice-chairman shall be the acting chairman of the Committee in the event of the absence or inability to act of the chairman or a vacancy in the office of chairman.

RSA 1980 cS-15 s2

Sub-committees

3(1) The Committee may

(a) establish one or more sub-committees to perform any duties and functions and exercise any powers of the Committee prescribed by the Committee, and

(b) appoint as members of a sub-committee not less than 3 members of the Committee.

(2) When a sub-committee is established, the Committee shall designate a member of a sub-committee to preside over the sub-committee.

(3) A member of the Committee may be appointed to more than one sub-committee.

(4) A majority of the members appointed to a sub-committee constitute a quorum of the sub-committee.

(5) A decision or other action made or taken by a sub-committee at which its quorum is present is the decision or action of the Committee and binds all members of the Committee.

(6) Two or more sub-committees may act simultaneously.

(7) If a sub-committee is performing a duty or function or exercising its powers and one or more members of the sub-committee is absent during a portion of the time that the sub-committee is performing a duty or function or exercising a power, the remaining members of the sub-committee that are present may, if they constitute a quorum of the sub-committee, perform the duty or function and exercise the power of the sub-committee.

(8) Notwithstanding that a sub-committee is established under this section, the Committee may also perform any duty or function or exercise any power that it prescribed the sub-committee to perform or exercise.

RSA 1980 cS-15 s3

Remuneration and expenses

4 The Lieutenant Governor in Council

(a) may prescribe the rates of remuneration payable to members of the Committee other than those who are employees of the Government or members or employees of an agency of the Government, and

(b) may authorize the payment of travelling and living expenses for members of the Committee while outside their normal place of residence in the course of performing their duties.

1980 c46 s4

Staff

5(1) The Minister may appoint an employee of the Government under his administration as the Executive Director of the Committee who shall, under the direction of the chairman of the Committee, assist the Committee in carrying out its duties and functions and exercising its powers.

(2) The Minister shall provide to the Committee the services of employees of the Government under his administration and supplies for the purpose of carrying out secretarial, clerical and related work that the Committee may reasonably require to enable it to carry out its duties and functions and exercise its powers.

1980 c46 s5

Committee meetings

6 The Committee may, with the approval of the Lieutenant Governor in Council, make rules governing the calling of its meetings, the quorum required at its meetings, the procedures at its meetings and any other matter relating to the conduct of its business and affairs.

1980 c46 s6

Visits to facilities

7(1) The Committee shall from time to time visit all facilities for the purpose of reviewing and inspecting them and the manner in which they are operated.

(2) The Minister may from time to time request the Committee to conduct a visit to a facility for the purposes of reporting to the Minister on any matter that the Minister may specify in his request.

1980 c46 s7

Investigation of complaints

8 If a complaint is made to the Committee by or on behalf of a person in a facility, the Committee shall investigate the care and treatment and the standards of accommodation received by that person or any other person in the facility.

1980 c46 s8

Right of entry

9 For the purpose of carrying out a visit or an investigation under this Act the Committee may enter a facility at any reasonable hour.

1980 c46 s9

Inspection of records

10(1) The Committee, with respect to a visit or an investigation under this Act, is entitled to access to the records of the facility for the purpose of inspecting them, making copies of them or taking extracts from them.

(2) Subsection (1) does not apply to

(a) the financial records of the facility that relate to the operation of the facility, or

(b) the medical or clinical records of a person unless that person or his guardian gives his consent to those records being inspected.

1980 c46 s10

Financial affairs

11 Nothing in this Act shall be construed as empowering the Committee or other person acting under this Act to inquire into the financial affairs of the facility that relate to the operation of the facility.

1980 c46 s11

Functions on behalf of Committee

12(1) The Committee may authorize

(a) a member of the Committee to carry out a visit or investigation on behalf of the Committee, or

(b) subject to the approval of the Minister, an employee of the Government under the Minister's administration to carry out a specific inquiry on behalf of the Committee in respect of a visit or investigation.

(2) When a member of the Committee or other person has carried out a visit, investigation or specific inquiry on behalf of the Committee, that member or person shall report his findings to the Committee.

1980 c46 s12

Complaint officer

13(1) The Committee may designate

(a) a member of the Committee, or

(b) with the approval of the Minister, an employee of the Government who is under the administration of the Minister,

as a complaint officer.

(2) The complaint officer shall on behalf of the Committee

(a) make preliminary inquiries, or

(b) if directed to do so by the chairman of the Committee, make investigations

into complaints received under section 8 and report the results of the inquiry or investigation to the Committee.

(3) Members of the Committee at the request of the chairman of the Committee may assist the complaint officer in the carrying out of his duties.

1980 c46 s13

Powers of Committee members

14 A member of the Committee or an employee of the Government carrying out a visit, investigation or other matter on behalf of the Committee has the same powers that the Committee would have if it were carrying out the visit, investigation or other matter.

1980 c46 s14

Court order for entry

15(1) If the Committee, a member of the Committee or an employee of the Government acting on behalf of the Committee is refused entry to a facility for the purposes of conducting a visit or an investigation, the chairman of the Committee or a person designated by him may apply to the Court of Queen's Bench by originating notice for an order permitting the Committee, member or employee to

(a) enter the facility at any reasonable hour and conduct the visit or investigation, and

(b) require the production of any records of the facility, other than those referred to in section 10(2).

(2) An application under subsection (1) may be made ex parte, if the Court considers it proper to do so in the circumstances.

1980 c46 s15

Annual report

16(1) As soon as possible after the end of each year, the Committee shall prepare and submit to the Minister a report summarizing its activities in that year.

(2) On receiving a report under subsection (1), the Minister shall lay a copy of the report before the Legislative Assembly if it is then in session, and if not, within 15 days after the commencement of the next ensuing session.

1980 c46 s16

Act binds Crown

17 This Act binds the Crown.

1980 c46 s17

SOCIAL CARE FACILITIES REVIEW COMMITTEE ACT

CHAPTER S-15

Accommodation
· standards of 8,13

Act
· Crown bound by 17

Care and treatment
· investigation re 8,13

Committee
· annual report by 16
· defined ..... 1(a)
· establishment and membership 2
· Executive Director of 5
· member as complaint officer 13
· powers of 12,14
· sub-committees of 3

Complaint
· investigation of 8,13

Complaint officer
· appointment and powers 13

Corrections Act
· referred to ..... 1(b)

Court
· order for entry 15

Crown
· Act binds 17

Definitions 1

Employees
· Committee, for ..... 5(2)

Entry
· inspection, for 9
· · court order for 15

Expenses
· Committee members ..... 4(b)

Facility
· defined ..... 1(b)
· financial affairs of, not subject to inquiry 11
· inspection of 7

Financial affairs
· not subject to inquiry 11

Health Facilities Review Committee Act
· referred to ..... 1(b)

Inspection
· facility, of 7
· records, of 10
· right of entry for 9
· · court order 15

Investigation
· Committee, by 12,14
· complaint, of 8,13
· complaint officer, by 13

Legislative Assembly
· tabling annual report with ..... 16(2)

Lieutenant Governor in Council
· appointment of Committee members .. 2
· approval of rules re meetings 6
· remuneration and expenses of Committee prescribed by 4

Limitation
· Committee membership ..... 2(1)

Meetings
· Committee 6

Minister
· annual report to 16
· appointment of Executive Director of Committee by 5
· defined ..... 1(c)

Order
· granting right of entry 15

Quorum
· meeting, for 6
· sub-committee ..... 3(4)

Records
· inspection of 10

Remuneration
· Committee members ..... 4(a)

Report
· Committee's annual 16
· inspection of facility, re ..... 7(2),12(2),13(2)

Rules
· calling of meetings, etc 6

Social Care Facilities Licensing Act
· referred to ..... 1(b)(vi)

Social Care Facilities Review Committee see **Committee**

Term of office
· Committee members 2

Visit see **Investigation**

APPENDIX IV
LOCATION OF COMMITTEE OFFICE

The Social Care Facilities Review Committee is located at:

4th Floor, Essex Building
10707 - 100th Avenue
Edmonton, Alberta
T5J 3M1

Telephone number:
(403) 427-3010

Contact Person(s):

Rita Nyback, Acting Chairman
Evelyn Bliss, Administrative Assistant